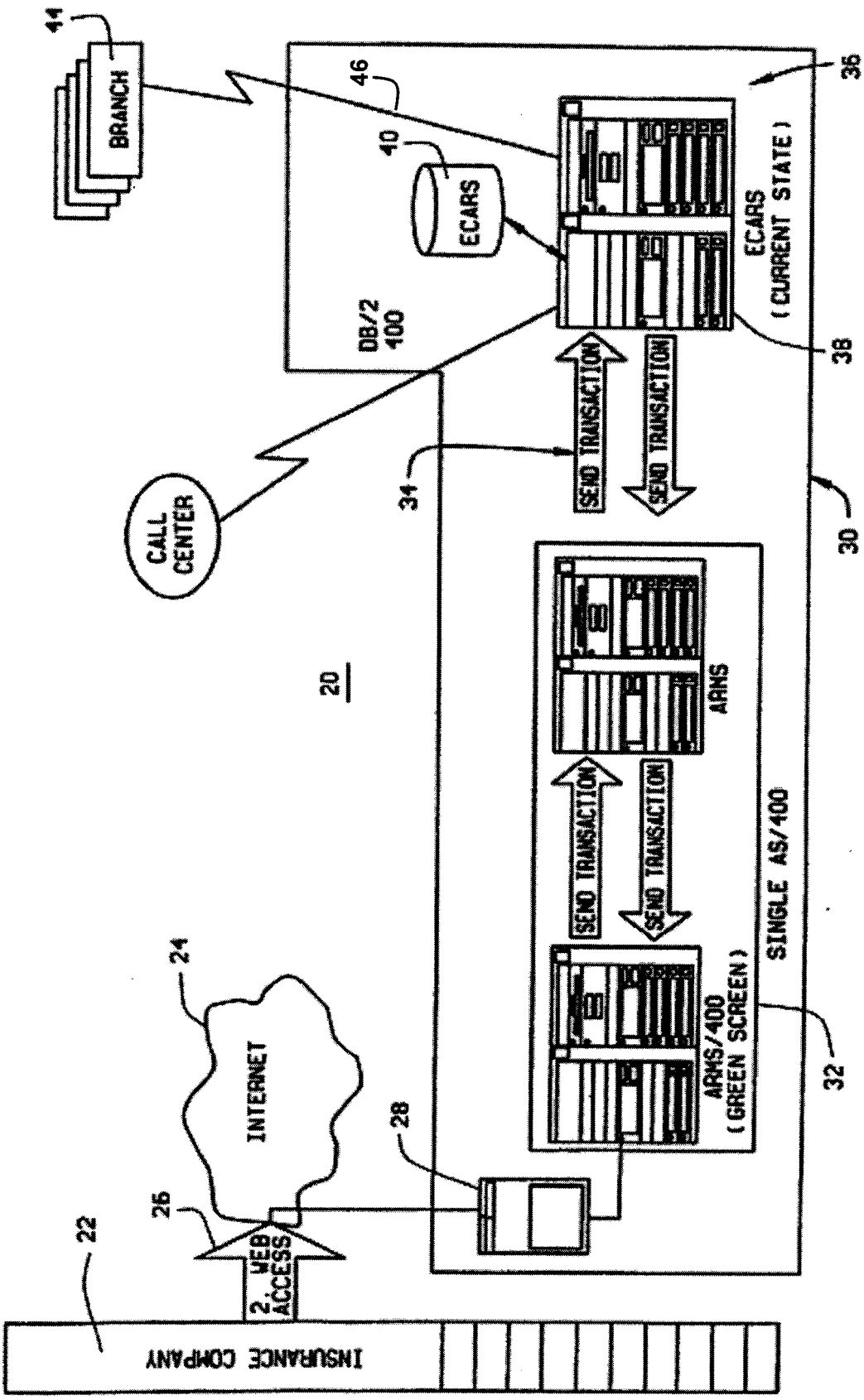
INSURANCE COMPANY
22
2. WEB ACCESS
26
INTERNET
24
28
SINGLE AS/400
ARMS/400 (GREEN SCREEN)
32
SEND TRANSACTION
SEND TRANSACTION
ARMS
SEND TRANSACTION
SEND TRANSACTION
34
30
DB/2 400
ECARS (CURRENT STATE)
38
36
ECARS
40
46
CALL CENTER
BRANCH
41
20

FIG. 1